



Lift Mechanic

Date: November 2014

POSITION PURPOSE:

To maintain Ski Area lifts, plant and facilities to a high standard in accordance with legislation and best industry practice and to achieve a high level of workmanship, availability, reliability, customer comfort, safety and sustainability.

LOCATION:

Whakapapa or Turoa Ski Area

TERM OF EMPLOYMENT:

Permanent fulltime

REPORTS TO:

Supervisor and/or Manager

OTHER RELATIONSHIPS:

Area Manager, Maintenance Staff, Supervisors, Snow Trails, Safety Services and other departmental staff and ski area customers

KEY RESPONSIBILITIES

OPERATIONAL

1. Provide an efficient, polite, friendly and professional service to all customers.
2. Carry out lift maintenance in accordance with all relevant legislation and best practice guidelines and as directed by the Maintenance Supervisor and/or Maintenance Manager.
3. Carry out all lift maintenance within budgetary requirements. This includes liaising with the Maintenance Supervisor and/or Maintenance Manager regarding planning, costing and timing so as to set achievable, mutually agreed upon goals.
4. Report any defects or repairs to lifts, plant or equipment that may jeopardise the safety of staff/customers or are inherently detrimental to business.
5. Ensure de-icing and maintenance of lift structures is carried out in a safe and effective manner in accordance with the de-icing and maintenance manual and procedures.
6. Ensure climbing at heights with associated equipment is carried out in a safe manner in accordance with the de-icing and maintenance manual and procedures.
7. Foster a creative and forward thinking environment to ensure continual improvement within the department.
8. Ensure all safety and operational checks have been completed thoroughly and within set timeframes and that quality standards are maintained at a high level.
9. Ensure all administrative tasks are completed accurately, neatly and within set timeframes
10. Maintain a system of administering maintenance and work in progress.
11. Perform all duties in a safe and efficient manner.
12. Deal with complaints, compliments and suggestions in helpful and empathetic manner.
13. Provide assistance to your fellow team members at all times.
14. Attend and participate in weekly staff meetings and any scheduled full departmental or company staff meetings.
15. Carry out any other duties as required by the Supervisors and/or Manager, including assisting other departments as required.
16. Actively foster a service-focused culture within the company.

HEALTH & SAFETY

1. Adhere to all company Health and Safety policies, procedures and standards, including the Hazard ID and Accident Reporting processes.
2. Maintain a neat, tidy and professional appearance at all times, in compliance with the RAL Uniform and Appearance Policy.
3. Adhere to all company policies and procedures as applicable.

COMMUNICATION

1. Build effective working relationships with a wide range of people through the use of clear and concise speech and effective listening skills.
2. Respond in a positive and proactive manner to feedback from the Supervisor and/or Manager.
3. Maintain an approachable and co-operative persona with co-workers and customers, both internal and external.

PERSON SPECIFICATION

SKILLS, KNOWLEDGE & EXPERIENCE

1. Essential: an engineering or mechanical NZ Trade Certificate (or overseas equivalent) or willing to work towards one.
2. Trained in working at heights and use of relevant abseil and safety equipment.
3. A broad knowledge of maintenance related skills including some mechanical, hydraulic and wiring knowledge.
4. Ability to handle a number of critical tasks at one time.
5. Thorough knowledge of customer service principles which translates to exceptional customer service.
6. Ability to apply appropriate interpersonal styles within a team.
7. Ability to share technical information with other technical or non-technical people in a manner that is quickly understandable.

PERSONAL QUALITIES

1. Commitment to a great customer service.
2. Strong lateral thinking abilities in regard to problem solving and technical faults.
3. Helpfulness when dealing with others.
4. Punctual and reliable.
5. Positive energy levels.
6. A quick response to requests, ideas and suggestions in a non-defensive way.
7. A tolerance for uncertain market and weather conditions.
8. A flexible approach to work schedules, customer needs and the strategic direction of the organisation.
9. Tactfulness and helpfulness in dealing with others.
10. Ability to build effective working relationships with a wide range of people.

This position description is subject to annual review.